



Partnership Award

DPS-DOCR Electronic Document Management Team

Department of Permitting Services & Department of Corrections and Rehabilitation

Karen Howard

Wayman Lockhart

Gary Powell

Shilong Zheng

DPS currently converts all applications, permits, construction drawings and related documents into electronic format. The imaging process was initially performed by DPS staff and ten temporary staff. Due to the significant costs incurred for the imaging process, DPS looked for ways to perform this work process and minimize expenditures. Staff from DPS and DOCR evaluated a program in Florida where inmates performed document imaging. As a result, DPS and DOCR formed a partnership to jointly develop and operate a similar program at the Montgomery County Correctional Facility (MCCF). Program objectives included indexing electronic images; preparing, imaging and indexing historical documents; and day-forward imaging to augment DPS' imaging operations.

Ms. Howard documented the work process in detail, developed the program of instruction and conducted in-depth training sessions for the workforce supervisors. This included introductory, intermediate and advanced imaging procedures, Quality Control / Quality Assurance (QA/QC) functions, and exception processing procedures. Ms. Howard concurrently manages the DPS imaging team and daily workflow at DPS.

Mr. Zheng manages all imaging information systems for the project: the Oracle database, application programs, computers and scanners, all operational support and system enhancements.

Corporal Lockhart and Sergeant Powell lead the

MCCF document imaging process. These officers demonstrated a keen interest in the technology, the aptitude and ability to grasp imaging concepts, and personal dedication to providing the highest quality customer service. The officers became proficient in the imaging process, regularly handling exceptions that arise. They also manage the daily workflow and continually train inmates.

The team developed shared process and technical terminology and situational experiences. Their long term commitment, camaraderie, knowledge and dedication have forged a superior team, and they have completed over 1.2 million images to date. Through their direct efforts, the following benefits have been realized:

- up-to-date job skills for the inmate population
 - improved likelihood for their success upon departure from the MCCF
 - provided income for inmates
 - heightened personal esteem for participants
 - improved service to DPS customers and staff
 - faster response to customer requests for information & documents
 - reduced DPS operating costs & storage needs
 - secure access to documents by users
 - easy document reproduction by all DPS staff
- As further proof of the program's success, DPS has employed four inmates from the imaging program at MCCF upon their departure. Three have since gained full-time employment (one in an imaging operation at a major telecommunications provider).